ATTACHMENT 17

DECLARATION OF BERNADETTE SEIGLER

UNE-P USER GROUP WORKSHOP ACTION PLAN
Updated October 16, 2001

ITEM # DATE REC'D	REC'D FROM & OWNER	WHAT	RESP DUE	STATUS
1 3/22/01	IDS Telecom Becky Wellman NewSouth John Fury Birch Telecom Lacie Hamlin Mel Wagner AT&T Bernadette Seigler CI² Ruth Wilson Xspedius Debra Goodly Network Telephone Cassandra Pressley BellSouth Sandra Davis Dorothy Vallery Constance Coley Scott Vanderburg Scott Woolard Jim Maziarz Rendy Dinovo	1)Errors prevent N-orders from flowing with D-orders. D-order processed first (separately). LFACS PF's orders since facilities are not reused creating service outage. 2)Loss of dial tone on day of conversion. Only one or two lines going down (sometimes entire account). 3)Order stays in AO status during conversion 4)Can a special group be formed in the CWINS Center to specifically handle service interruptions on UNE-P conversions? Provide an explanation of the reporting process when a service interruption is experienced during a conversion to UNE-P. 5)Customer has experienced loss of dial tone the day before conversion. 6)Hunt sequences/features not carried over during UNE-P conversion. 7)There is a need for flow through -- too many orders handled manually. 8)Need implementation schedule for C-order.	10/25/2001	Customer provided real-time example. (1) A CLEC has filed a complaint with the Louisiana Public Service Commission. Outside of the scope of the User Group. LCSC will provide documentation for work around. BellSouth response received 8/2/01: (2) (3) Refer to July 17, 2001 meeting minutes page 1 paragraph 5 through the six bulleted items on page 3. See below for web address. 8/10/01: AT&T sent example. (5) BellSouth response received 8/28/01: (4) Carrier notification letter will be issued. 9/12/01: Added issues from action items 2 (2), 3 (3), 56 (4) and 65 (5). 9/13/01: Network Telephone sent example. (6) http://interconnection.bellsouth.com/notifications/usergroups/unep_docs/unep-minutes71701.pdf

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13 3/22/01 Closed 9/6/01 Reopened 9/27/01	IDS Telecom Becky Wellman NewSouth John Fury Birch Telecom Lacie Hamlin Momentum Business Solutions Peggy McKay BellSouth Beverly Jackson Sandra Davis Dorothy Vallery	Need flag (indicator) to show when customer has local service freeze.	10/25/2001	Customer provided examples. Bellsouth response received 4/27/01: The bill section of the CSR displays the Local Service Freeze (LSF) FID. LESOG generates this FID. 8/17/01: New South OK'd closure. 9/6/01: IDS Telcom OK'd closure. 9/27/01: Birch Telecom and Momentum Business Solutions reopened action item.

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17 3/22/01	MCIWorldCom Amanda Hill BellSouth Sandra Davis Dorothy Vallery	How to obtain address validation when normal process in LENS and TAG does not work? Can LCSC assist?	Pending Closure	BBR being updated. Release date will be provided. Bellsouth will provide response by 8/10/01. 8/28/01: Release will be provided by 9/12/01. 9/12/01: Release will be provided by 9/27/01. 9/27/01: Release will be provided by 10/4/01. BellSouth response received 10/4/01: CLECS should contact CSM to have address validated in RSAG. BBR update not needed.

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20 3/22/01	TalkAmerica Page Miller BellSouth Jim Maziarz	When BellSouth 800 number is dialed, will BellSouth report activity to pay phone clearinghouse?	10/25/2001	BellSouth response received 6/29/01: No, BellSouth plans to credit dial around compensation for BellSouth dialed 800 numbers from UNE-P CLEC provided payphones to the UNE-P CLEC's monthly BellSouth bill. This capability is not currently functional. An interim solution has not been identified but will be communicated by August 24, 2001. 8/28/01: BellSouth is investigating. BellSouth response received 9/27/01: BellSouth shall credit dial around compensation for BellSouth dialed 800 numbers from UNE-P CLEC provided payphones to the UNE-P CLEC's monthly BellSouth bill. This shall begin in October, 2001 and at that time a credit will be provided for any retroactive charges for UNE-P Coin lines that may have been in service prior to October, 2001.

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29 3/22/01	All CLECs BellSouth Brenda Simmons Sandra Davis Dorothy Vallery	What is scenario for E in hunting activity? Should E be populated for REQ TYPE M and ACT V? There should not be a need for work around option, adding hunting page. BBR-LO needs Hunting section updated regarding when HA field should be left blank.	10/25/2001	The HA Field should be left blank on LSRs for conversion to UNE-P. Pending in change control. Carrier notification will be issued. BBR have been updated. Customer provided examples. BellSouth response received 7/11/01: Carrier Notification SN91082468 issued June 26, 2001. See below for web address. http://interconnection.bellsouth.com/n otifications/carrier/carrier_pdf/910824 68.pdf Lightyear Communications is still experiencing problems. Bellsouth will provide response by 8/10/01. 8/28/01: BellSouth is investigating. 9/26/01: ITC^DeltaCom provided examples. LecStar and ITC^Delta asked clarifying questions. 10/4/01: BellSouth will provide response by 10/8/01. 10/8/01: BellSouth is still investigating.

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40 5/23/01	Birch Telecom Lacie Hamlin TalkAmerica Page Miller BellSouth Jim Maziarz	What are the charges for PIC changes?	10/25/2001	BellSouth response received 6/29/01: When a UNE-P CLEC submits a service order for a PIC or LPIC change for its end user, BellSouth shall only bill the UNE-P CLEC the electronic or manual service order charges. 8/8/01: Talk America OK'd closure. 9/12/01: Birch will review billing records. 9/25/01: Birch provided examples.
42 5/23/01	All CLECs BellSouth Sandra Davis Dorothy Vallery	How can pre-order survey be ordered for facilities? CR0461 addresses post-FOC verification. Need facility check to be done before submission of order with accurate information.	10/25/2001	5/23/01: Birch submitted issue. BellSouth response received 8/17/01: This issue is currently being investigated in CCP. CCP number will be provided once it has been assigned. 9/12/01: CCP issue is CR0461. 9/27/01: All CLECs added as owners.

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50 7/16/01 Also see 87 & Fac-based Action Items 27 & 28	Network Telephone Brent McMahan Claudia Wickersham BellSouth Ken Ainsworth	Bellsouth does not currently have a process in place to change a UNE-P customer to facilities-based CLEC services when the CLEC decides to move those UNE-P customer back to its own network. It's not that BST can't do this, they just don't have any processes in place. Does BellSouth have plans to put process in place?	10/25/2001	9/27/01: BellSouth will check status of change control CR0215.
51 7/17/01 Also see 69	NewSouth John Fury IDS Telcom Brad Hamilton BellSouth Jim Maziarz	Can BellSouth develop a matrix that identifies which retail and resale services are eligible for conversion to UNE-P (including Memory Call)?	10/25/2001	BellSouth response received 8/10/01: Yes. A list will be provided by the next UNE-P User Group September 27, 2001. BellSouth response received 9/27/01: An upcoming update to the 2-Wire Voice Grade UNE Loop/Port Switched Combination (Business, Residential and Line Side PBX) web guide will include a more comprehensive explanation of the BellSouth retail services that may be converted to UNE-P as well as those services that may not be converted. The update is targeted for release on the BellSouth Interconnection website on 10/15/01.

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57 7/17/01	AT&T Bernadette Seigler BellSouth Pat Rand	Need matrix to understand when electronic orders will drop out for manual handling as well as explanations as to why for each reason.	Pending Closure	BellSouth response received 9/26/01: 1a. The Interconnection Website with the rules in the BBR-LO, Chapter 2.9 Electronic Ordering Flow-Through Matrix addresses those REQTYPs and Account Activities that can be electronically ordered. The website address is http://www.interconnection.bellsouth.com/guides/leo/html/qleo0022/indexf.htm 1b. In Section 2.9.1, flow-through parameters are addressed at this same website. 2. The website for error codes and messages that have service rep input as defined in the error code documentation can be found at http://www.interconnection.bellsouth.com/guides/statusing/pdf/w72tcif9.pdf 3. CLECs need to review the flowthru SQM information. This can be found at https://pmap.bellsouth.com/docs/Region_SQM_Template.pdf NOTE: The LSR Flow-Through Matrix is being updated to reflect Product type, REQTYP, and Activity type. The document will also be placed on the interconnection website for referencing. The tentative date for the document to be updated is the end of October.

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61 7/17/01	AT&T Bernadette Seigler MCIWorldCom Amanda Hill Birch Telecom Nicole Dreier BellSouth Sandra Davis Dorothy Vallery	Missed appointment notification sent inappropriately. Missed appointments notifications have been received by customer on UNE-P orders that did not request the installation of a new line. These are in error since customer never had appointments to miss. Why are faxes being issued when order were submitted electronically through LENS and/or EDI?	Pending Closure	8/2/01: BellSouth requested examples. 9/27/01: Birch Telecom was added as owner and asked clarifying question. BellSouth response received 10/4/01: LCSC was covered on September 18, 2001. If this should happen in the future customer should provide examples so individual Rep can be covered.
63 7/17/01	MCIWorldCom Amanda Hill BellSouth Kathy Ragsdale	Having problems with hold file errors and missing notifiers.	10/25/2001	Hold file errors are change control issues. BellSouth will investigate missing notifiers. 10/4/01: Missing notifier issue is being investigated by EC Support.
64 7/17/01	MCIWorldCom Amanda Hill BellSouth Rita Barrett	Need clarification for caller ID and third party block USOCs. Where can they be found on the web?	10/25/2001	BellSouth response received 10/16/01: Caller ID and third party block USOCs can be found at http://www.interconnection.bellsouth. com/guides/unedocs/2wireVGrdULP SCombVer6.pdf

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66 7/17/01	AT&T Bernadette Seigler BellSouth Sandra Davis Dorothy Vallery	Customer has been receiving faxes for Clarifications and Missed Appointments on UNE-P orders sent to BellSouth through LENS. It is expected that such notifications are to be posted in LENS, not faxed to customer. Why is this happening? After sending orders successfully for months, it just started in June and continues to happen as recent as July 18, 2001.	Pending Closure	Customer will provide the faxes upon request. 8/1/01: BellSouth requested copies of faxes. 8/10/01: Customer sent copies of faxes. BellSouth is investigating. 9/26/01: Customer provided examples. BellSouth response received 10/4/01: LCSC was covered on September 18, 2001. If this should happen in the future customer should provide examples so individual Rep can be covered.

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69 7/31/01 Also see 51	TalkAmerica Sharon Eleazer BellSouth Jim Maziarz	Need a list of USOCs that are not available for UNE-P.	10/25/2001	BellSouth response received 9/27/01: An explanation of the BellSouth services restricted from conversion to UNE-P are provided in the BellSouth 2-Wire Voice Grade UNE Loop/Port Switched Combination (Business, Residential and Line Side PBX Service) information guide on the BellSouth Interconnection website. Specific USOCs for these services may be obtained in the BellSouth USOC manual at the same website.
72 8/21/01	Momentum Business Solutions Peggy McKay BellSouth Jim Maziarz	When a conversion order is issued from resale to UNE-P and the resale account has restricted services (i.e. inside wiring, mileage charges, calling card, etc. as listed in the CLEC Sales Package page 8), will those items drop from the order? This has been very inconsistent. Some items drop and some don't. We need to understand if and when we need to delete the features on our order.	10/25/2001	BellSouth response received 9/27/01: USOCs for ineligible services shall be restricted either by being automatically removed from the order or by having the order clarified back in accordance with the Restrictions section of the BellSouth 2-Wire Voice Grade UNE Loop/Port Switched Combination (Business, Residential and Line Side PBX Service) information guide on the BellSouth Interconnection website. If there are specific USOCs that are not being restricted as documented or vise versa, provide the USOCs and BellSouth will investigate.

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73 8/8/01	North American Telecommunications Daryl Nathanson BellSouth Joe Jones	ODUF records are un-rated EMI format and are to allow the UNE-P provider to bill their end-user customer. The J-Bill format for UNE-P bills the messages summarized at an End Office level. Is there a way to determine which rate elements were applied to each individual UNE-P message?	10/25/2001	BellSouth response received 9/14/01: DUF is not a source for rates. CLECs should use their bills to determine how they are being charged. 10/5/01: BellSouth will contact customer for clarification. 10/9/01: Customer revised verbiage of issue.
74 9/12/01	NewSouth John Fury Birch Telecom Lacie Hamlin BellSouth Jim Maziarz	BST retail employees have been telling end-users that CLEC has generated retail-to-UNE-P conversion which created outage.	10/25/2001	BellSouth is investigating.
75 9/13/01	Network Telephone Cassandra Pressley BellSouth Sandra Davis Dorothy Vallery	LENS orders for UNE-P: Description of the issue: when placing an order in LENS for UNE-P with new lines being installed and jacks, we are receiving clarifications for new populating the jack code fields, when these fields are not present for us to populate, under CC 8773.	10/25/2001	10/11/01: BellSouth requested examples.
76 9/13/01	Network Telephone Cassandra Pressley BellSouth Sandra Davis Dorothy Vallery	Before placing an order for UNE-P and we notice that the hunting USOCs or FIDs are incorrect on the CSR, why can't BellSouth correct the problem when we call the LCSC. The reps tells us they are unable to fix the records without an order, and when we send an order to add the missing USOCs and/or FIDs we are clarified because of an invalid CSR.	10/25/2001	10/11/01: BellSouth requested examples.

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77 9/13/01	Network Telephone Cassandra Pressley BellSouth Sandra Davis Dorothy Vallery	Why is there a UNE-P restriction on Call Forward Don't Answer and Call Forward Busy when the customer does not have BellSouth memory call? We have several customers who have an outside answering service that need these call forward features and the restriction prevents us from placing them on UNE-P.	10/25/2001	10/11/01: BellSouth requested examples.
78 9/13/01	Network Telephone Cassandra Pressley BellSouth Sandra Davis Dorothy Vallery	When orders are placed in MA status, the D order is not stopped. This results in the record going final and us having to provision the lines in as new.	10/25/2001	9/13/01: Customer provided example.
79 9/13/01	Network Telephone Cassandra Pressley BellSouth Sandra Davis Dorothy Vallery	When orders are placed for new numbers, the numbers are left off the record or not installed at all.	10/25/2001	9/13/01: Customer provided examples.
80 9/13/01	Network Telephone Cassandra Pressley BellSouth Sandra Davis Dorothy Vallery	ESCWT, clarification received each time this USOC is added to a line. When adding ESCWT to all lines, the order is placed in a clarification status. The clarification states that you may only add this USOC to one line.	10/25/2001	10/11/01: BellSouth requested examples.
82 9/13/01	Network Telephone Cassandra Pressley BellSouth Sandra Davis Dorothy Vallery	Hunting for UNE-P: Example account: Have a UEPAY line hunting with a UEPBL. They are both on separate CSIs. One is a basic line and the other is a calling plan.	10/25/2001	9/13/01: Customer provided examples.

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84 9/12/01 Continued Also see Fac- based Action Item 22	Xspedius Debra Goodly BellSouth Constance Coley Rendy Dinovo	Where can the guidelines for the timeframe to accept and test circuits prior to the order being closed out be located?	Pending Closure	BellSouth response received 10/8/01: 1.0 Time-Frames for Acceptance, MARCH Input, Jep & MFC, Cancellation and Completions 1.1 Scope This document presents the policy and associated actions required for the UNE Center personnel to coordinate Acceptance, March Input, Jeopardy, Missed Function Code (MFC), Cancellation Requests and service order completions. 1.2 Responsibilities The UNE Center Electronic Technician (ET) and/or the CLEC must work together to accept and complete a UNE Service Order.
84 Continued Also see Fac- based Action Item 22	Xspedius Debra Goodly BellSouth Constance Coley Rendy Dinovo	Where can the guidelines for the timeframe to accept and test circuits prior to the order being closed out be located?	Pending Closure	1.3 Policies and Requirements 1.3.1 Definitions Acceptance: CLEC contact says that the conversion has been successfully completed and that they accept the order. WFA log notes need to document the name of the CLEC contact accepting the order. Default Acceptance: The CWINS Center will consider an order as accepted by the CLEC when, after being advised all BellSouth work has been completed, the CLEC does not call BellSouth within the time-frame specified under "Default Time to Accept" to report a trouble or to ask for an extension of the acceptance window. WFA log notes need to document the lack of response from the CLEC and the reason for the completion of the SOCS and WFA orders

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84 Continued Also see Fac- based Action Item 22	Xspedius Debra Goodly BellSouth Constance Coley Rendy Dinovo	Where can the guidelines for the timeframe to accept and test circuits prior to the order being closed out be located?	Pending Closure	1.3.2 Acceptance Policy Policy for receipt of conversion acceptance by CLEC: UNEC advises CLEC before 5PM on DD that conversion or new install is complete Default Time to Accept: 6 PM on DD Exceptions : When requested by the CLEC, individual · orders may be held for acceptance until noon of DD+1 day. Or CLEC reports trouble within BST that is associated with conversion activity. Acceptance will be upon clearing of BST fault. See related top Jeopardy Code Input Policy, Missed Function Code Entry Policy, and Completion Policy. Policy for receipt of conversion acceptance by CLEC: UNEC advises CLEC after 5PM on DD that conversion or new install is complete Default Time to Accept: Noon, DD+1 day Exceptions :CLEC reports BST trouble with conversion. Acceptance will be upon resolution of trouble.

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84 Continued Also see Fac-based Action Item 22	Xspedius Debra Goodly BellSouth Constance Coley Rendy Dinovo	Where can the guidelines for the timeframe to accept and test circuits prior to the order being closed out be located?	Pending Closure	1.3.3 March Input of Disconnect Policy Policy for input of disconnect order into MARCH: Policy states MARCH will be input after acceptance of conversion or per default acceptance guidelines. Exceptions: CLEC may request that disconnect in MARCH is run after wiring portion of conversion is complete. 1.3.4 Jeopardy Code Input Policy Policy for Input of Jeopardy Codes for Critical Dates: When a critical date is in danger of, will be, or has been missed, place the "root cause" jeopardy code in WFA. Exceptions: If a prior jeopardy code is already in place, but no longer applies, replace the old jeopardy code with the newest jeopardy code. If an old jeopardy code is already in place and it is still the root cause of the missed date, do not enter an additional jeopardy code. Policy for Input of Jeopardy Codes for Critical Dates: If the CWINS Center requires a jeopardy code to be applied to the DD critical date, for orders held open until DD+1 awaiting CLEC acceptance, Jep Code W93 may be applied on DD. CAUTION Care must be taken to ensure the jep code is placed in the right spot on the order. We don't want what is to be a jep code placement to be mistakenly placed in the MFC position. Exceptions: Input of a jeopardy code for this application is not a regional standard or requirement. Centers may choose to implement this practice for local application. If the CLEC reports a trouble on the order prior to default acceptance application, the W93 jep code should be replaced with the appropriate jeopardy code.

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84 Continued Also see Fac-based Action Item 22	Xspedius Debra Goodly BellSouth Constance Coley Rendy Dinovo	Where can the guidelines for the timeframe to accept and test circuits prior to the order being closed out be located?	Pending Closure	1.3.5 Missed Function Code Entry Policy Policy for entry of the Missed Function Code in WFA: Excluding orders being held open due to the Default Acceptance Policy or the Stand-Alone-Disconnect Non Design or Designed process, on the missed Due Date or missed Due date plus one day: When the original or subsequent Due Date has been, or is absolutely going to be missed, the appropriate MFC must be entered into WFA and MA code in SOCS. Exceptions or Additional Data: When a Due Date is missed due to a BellSouth Company reason, the MFC in WFA will remain unchanged regardless of prior or subsequent causes for due date missed opportunities. In SOCS, each due date change will require a Missed Appointment (MA) entry. In SOCS, always input the MA code that is appropriate for the cause of the missed due date. When there is a company miss MFC in WFA, there should be at least one MA entry in SOCS that shows a company miss. When only CLEC misses are associated with the service order, update non-company MFC entries to show the most current cause of the missed due date.
84 Continued Also see Fac-based Action Item 22	Xspedius Debra Goodly BellSouth Constance Coley Rendy Dinovo	Where can the guidelines for the timeframe to accept and test circuits prior to the order being closed out be located?	Pending Closure	If BellSouth has completed all work on the due date, and acceptance (either by the CLEC or via the default acceptance policy) does not occur until Due Date plus one day, a MFC is not required when the completion date can be backed up to the original due date in WFA. If the WFA processor requires a MFC to be entered, utilize the "CLEC Not Ready" MFC to complete the order in WFA. Policy for entry of the Missed Function Code in WFA: Whenever a Due Date in WFA has an asterisk (*) next to the date entry, a MFC will usually be required in the MFC column. Exceptions or Additional Data: If the CLEC decides to sup the old due date out to a later date, before the original due date has arrived, an asterisk will still be present but a MFC is not required. The LCSC will still need to enter a MA code in SOCS. If BellSouth is not ready and the CLEC agrees to sup the order out before the due date, it is still a BellSouth miss, a company MFC is required

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84 Continued Also see Fac-based Action Item 22	Xspedius Debra Goodly BellSouth Constance Coley Rendy Dinovo	Where can the guidelines for the timeframe to accept and test circuits prior to the order being closed out be located?	Pending Closure	Policy for entry of the Missed Function Code in WFA: Orders that are held open due to the Default Acceptance Policy that require a MFC to complete through TIRKS will receive a W93 MFC. Stand Alone Disconnect orders held open until DD+1 should not require a MFC; however, if one is required when backing-up the Completion Date, use the W93 MFC. Exceptions or Additional Data: The W93 MFC will not be input until the CWINS personnel has first attempted to back-up the DD and complete the order without the use of a MFC. MFC W93 is restricted to being used only on an order where BellSouth was ready on the DD to complete the service order. If a CLEC or BellSouth problem should occur that results in a DD miss, the W93 MFC should be overtyped with the appropriate MFC entry.

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84 Continued Also see Fac-based Action Item 22	Xspedius Debra Goodly BellSouth Constance Coley Rendy Dinovo	Where can the guidelines for the timeframe to accept and test circuits prior to the order being closed out be located?	Pending Closure	1.3.6 Completion Policy Policy for completion of orders in SOCS and WFA: Policy states orders will be completed after acceptance of conversion by the CLEC or at default acceptance times. See also, Jeopardy Code Input Policy, Missed Function Code Entry Policy, and Default Acceptance Policy. Exceptions: CLEC reports BST trouble with conversion. Orders will be completed after trouble is resolved and conversion is accepted.

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84 Continued Also see Fac-based Action Item 22	Xspedius Debra Goodly BellSouth Constance Coley Rendy Dinovo	Where can the guidelines for the timeframe to accept and test circuits prior to the order being closed out be located?	Pending Closure	This completes the UNEC activities for UNE Order Acceptance, MARCH input, and Completion Policy. 1.4 CLEC Request to Cancel Service Order CLEC Request to Cancel Service Order: CLEC requests cancellation on or after the scheduled Due Date for an Unbun+E39dled Loop, as requested on the LSR, that has been provisioned, tested, and where the circuit meets the Technical Requirements as stated in TR 73600. UNE Center Activity: Document all testing results required to meet the Technical requirements as stated in TR73600. The CWINS technician will MA all associated service orders, protect the end user service as neccessary, and note in SOCS and WFA that the CLEC has refused the service/requested cancellation . Also log the name and number of the CLEC representative. The LCSC will then process the cancellation and cancellation billing. CLEC Request to Cancel Service Order: CLEC requests cancellation prior to provisioning and testing of the Unbundled Loop.

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84 End Also see Fac-based Action Item 22	Xspedius Debra Goodly BellSouth Constance Coley Rendy Dinovo	Where can the guidelines for the timeframe to accept and test circuits prior to the order being closed out be located?	Pending Closure	UNE Center Activity: The CWINS technician will MA all associated service orders, protect the end user service as neccessary, and note in SOCS and WFA that the CLEC has requested the order to be cancelled. Also log the name and number of the CLEC representative. The LCSC will then process the cancellation and cancellation billing.
85 9/20/01	North American Telecommunications Daryl Nathanson BellSouth Susan Hart	There is a limited amount of room in the Feature Detail field of the Service Details screen in LENS. For example, when entering a USOC with multiple FID's, there is not enough room for all FIDS to fit in the data entry field and omitting any information will guarantee a clarification. This field should either be expanded, or have a scroll effect where if you run out of room, the cursor stays at the end of the field and the data scrolls	10/25/2001	BellSouth is investigating.

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86 9/25/01	Birch Telecom Lacie Hamlin Nicole Dreier BellSouth Jim Maziarz Sandra Davis Dorothy Vallery	What are the rules for dropping DSL at the time of conversion? Birch has put through several "test cases" and receives a clarification code of 1000 "ADSL not compatible with UNE Combo". When escalated to a supervisor, we have received mixed answers as to whether is can be dropped or not and after much time on the phone with the LCSC the order is typically worked.	Pending Closure	Customer will provide examples. 10/9/01: Birch provided examples. 10/11/01: Birch provided examples. BellSouth response received 10/11/01: If a CLEC submits LSR for conversion from Resale/Retail to UNE-P and the account has ADSL on it, the LSR should be clarified back to the CLEC advising them that ADSL is not applicable with this product. This will allow the CLEC to go back to their customer giving them the opportunity to get ADSL set up with an ISP.
87 9/25/01 Also see 50 & Fac-based Action Items 27 & 28	Birch Telecom Lacie Hamlin BellSouth Ken Ainsworth	Is there a documented procedure to convert a facilities based CLEC to UNE-P?	10/25/2001	BellSouth is investigating.

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88 9/10/01 Also see Fac-based Action Item 20	Network Plus Dave LeMunyon BellSouth Kasey Howard Kay Gough Farris Huff	Customer Trouble Referred to BellSouth: Often times we have customer reports that prove to be in the facilities between the customer Demarc. and the Common Bay (POTS Bay) in the central office. Our normal procedure is to have our NOC open a ticket with BellSouth. Our question concerns what Bellsouth considers a "reasonable" timeframe for this problem to be resolved when it concerns: 1. Single facility e.g. copper pair, integrated or universal DLC. 2. Multiple troubles when the problem is the underground or aerial cable. After the above has been determined, if an escalation procedure is necessary, and depending on the nature of the problem, what is the expected turn around time? We have had cable problems that have dragged on for a couple of months with the local Bellsouth group being well aware of the trouble. Is the circuit ID configuration proprietary Information? Often times if our technicians knew what type of facility the circuit was riding it would expedite the trouble shooting procedure. We have been told that the circuit ID contains this information. Can we get a breakdown?	10/25/2001	BellSouth is investigating.
89 9/27/01	Xspedius Debra Goodly BellSouth Sandra Davis Dorothy Vallery	Identify process within LCSC for dual service, moves and transfers.	10/25/2001	Customer will provide examples.

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2 3/22/01	Birch Telecom Lacie Hamlin NewSouth John Fury BellSouth Sandra Davis	Loss of dial tone on day of conversion. Only one or two lines going down (sometimes entire account).	Closed 9/12/01	Customer must contact LCSC immediately upon next recurrence. Needs to be observed while it is happening. LCSC will provide documentation for work around. BellSouth response received 8/2/01: Refer to July 17, 2001 meeting minutes page 1 paragraph 5 through the six bulleted items on page 3. See below for web address. 9/12/01: Issue transferred to action item 1. http://interconnection.bellsouth.com/notifications/usergroups/unep_docs/unep-minutes71701.pdf

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3 3/22/01	Birch Telecom Lacie Hamlin BellSouth Sandra Davis	Order stays in AO status during conversion	Closed 9/12/01	Customer must contact LCSC immediately upon next recurrence. Needs to be observed while it is happening. LCSC will provide documentation for work around. BellSouth response received 8/2/01: Refer to July 17, 2001 meeting minutes page 1 paragraph 5 through the six bulleted items on page 3. See below for web address. 9/12/01: Issue transferred to action item 1.
				http://interconnection.bellsouth.com/notifications/usergroups/unep_docs/unep-minutes71701.pdf
4 3/22/01	TalkAmerica Page Miller BellSouth Constance Coley	New orders with FOC dates do not download to WMC.	Closed 6/19/01	Customer will send new examples to CSM if problems recur. 6/19/01: Customer OK'd closure.

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5 3/22/01	ITC^DeltaCom Mary Conquest NewSouth John Fury BellSouth Jim Maziarz	When ADSL is added to resale account CLEC cannot convert to UNE-P. CLEC did not add ADSL.	Closed 5/23/01	BellSouth response received 4/16/01: In a UNE-P arrangement, the CLEC is the network provider and BellSouth is no longer able to provide its ADSL service on that line. With Resale, BellSouth is the network provider and may provide its tariffed ADSL service on the end user's line. 5/23/01: Customer OK'd closure.
6 3/22/01 Also see 30 .	ITC^DeltaCom Mary Conquest Birch Telecom Lacie Hamlin NewSouth John Fury BellSouth Sandra Davis	BST retail employees have been telling end-users that CLEC has generated resale-to-UNE-P conversion which created outage.	Closed 9/12/01	BellSouth response received 7/13/01: The COUs have covered their reps to refer to end user to LSP, this is also documented in their M&Ps. 9/12/01: Customer OK'd closure.
7 3/22/01	ITC^DeltaCom Mary Conquest BellSouth Sandra Davis	Cancelled orders (mostly call forwarding) created clarifications for "Reason Cancelled"	Closed 9/12/01	Customer must contact LCSC immediately upon next recurrence. Needs to be observed while it is happening. Customer OK'd closure 9/12/01.

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8 3/22/01	ITC^DeltaCom Mary Conquest BellSouth Jim Maziarz	What are BellSouth's responsibilities to CLECs with regard to Win Back? How much of BellSouth's process (time frames, reporting and contacts) can be made available?	Closed 5/23/01	BellSouth response received 4/16/01: BellSouth's policy is that "winback" activity shall not occur prior to the completion of a conversion order. Any incidences contrary to this policy should be communicated to BellSouth immediately. 5/23/01: Outside of the scope of the User Group. Customer OK'd closure. BellSouth response received 6/11/01: A CLEC has filed a complaint with the Florida Public Service Commission.
9 3/22/01	TalkAmerica Page Miller BellSouth Jacqueline Robertson	CSOTS system does not reflect adjusted due dates after LCSC makes changes.	Closed 3/22/01	

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10 3/22/01	TalkAmerica Page Miller NewSouth John Fury BellSouth Kevin Davis	Getting FOCs but not Completes (customer "on/not on")	Closed 8/17/01	BellSouth response received 4/27/01: For manual orders, the LCSC does not return a Completion Notice (CN) electronically to LENS. If the order was originally generated via LENS, then the CLEC will receive an FOC and an CN. If the CLEC did not receiving CN electronically for orders that they submitted electronically, then they will need to send that specific order number to their account rep for testing. 8/17/01: Customers OK'd closure.
11 3/22/01	ITC^DeltaCom Mary Conquest BellSouth Tiffany Ray	EDI issues not posted on website.	Closed 9/12/01	BellSouth response received 5/24/01: Updated EDI report is on Change Control website. See below for web address. 9/12/01: Customer OK'd closure. http://www.interconnection.bellsouth. com/markets/lec/ccp/ccp_so_edi.html

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12 3/22/01	Birch Telecom Lacie Hamlin BellSouth Jim Maziarz	Are there specific area calling plan USOCs in GA, FL and NC? Carrier notification letter only addresses other six states.	Closed 5/23/01	BellSouth response received 3/22/01: There are no calling plan USOCs for GA and NC. However, there is one calling plan USOC (UEPAF) for residential conversions in FL. Consult information guide for description of USOC under BellSouth retail calling plans. 5/23/01: Customer OK'd closure.
14 3/22/01	ITC^DeltaCom Mary Conquest BellSouth Laura Walls	Can the type of call records be included on call flows?	Closed 9/12/01	BellSouth response received 6/3/01: BBI has formed a working group that will establish and develop documentation process for this information. ECD is July 1, 2001. BellSouth response received 6/29/01: ECD is July 15, 2001. Updated call flow charts are posted as a link within the Pricing section of the 2-Wire Voice Grade UNE Loop/Port Switched Combination (Business, Residential and Line Side PBX Service) CLEC Information Package at http://interconnection.bellsouth.com/guides/unedocs/rbp6_29e.pdf 9/12/01: Customer OK'd closure.

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15 3/22/01 Closed 7/23/01 Reopened 8/8/01	AT&T Ray Sinclair TalkAmerica Page Miller BellSouth Jim Maziarz	Need UNE-P zones (market-based rate) posted on website.	Closed 9/12/01	BellSouth response received 6/29/01: The Zone 1, Top 8 MSA CLLI codes are listed in Attachment 1 of the Unbundled Dedicated Transport - EELS web guide on the BellSouth Interconnection website. See below for web address AT&T OK'd closure 7/23/01. Reopened 8/8/01 by Talk America: The EEL section provides this information for 7 MSAs, but it does not include the information for the Atlanta MSA. This information is still needed. BellSouth response received 8/10/01: BellSouth will update the 2-Wire Res, Bus and PBX port/loop switched combination guide to include this information by August 24. BellSouth response received 8/28/01: BellSouth will update the 2-Wire Res, Bus and PBX port/loop switched combination guide to include this information by September 12. 9/12/01: Customer OK'd closure. http://www.interconnection.bellsouth. com/guides/unedocs/udt_eels_v6.pdf

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16 3/22/01	MCIWorldCom Amanda Hill BellSouth Kevin Davis	Where does CLEC get a special access number for remote access call forwarding on electronic orders? Only provided on manual orders.	Closed 5/23/01	Bellsouth response received 4/27/01: There are 3 different "access codes" for remote access to call forwarding: (1) Dialing Access Codes, (2) Special Access Number, (3)PID/PIN Number. If the questions concerns the PID/PIN number, the system generates this information, and is mailed directly to the BellSouth Customers (CLEC), and not the end user. 5/23/01: Customer OK'd closure.
18 3/22/01	Birch Telecom Lacie Hamlin BellSouth	What is the difference between user transfer calling (ELY2N) and 3-way calling for transfer (ESCWT)?	Closed 5/23/01	BellSouth response received 3/22/01: ELY2N is Prestige USOC 5/23/01: Customer OK'd closure.
19 3/22/01	MCIWorldCom Amanda Hill BellSouth	Do medical expedites require documentation from doctor?	Closed 5/23/01	BellSouth response received 3/22/01: No. IM approval is required. Would be normal expedite request for LCSC. 5/23/01: Customer OK'd closure.

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21 3/22/01	ITC^DeltaCom Mary Conquest BellSouth Patti Klein	Does Tennessee have market rates for UNE-P pricing?	Closed 5/23/01	BellSouth response received 4/16/01: The rates for combinations which the Tennessee Regulatory Authority (TRA) has approved are cost based rates for currently combined UNEs, or switch-as-is combinations. BellSouth will combine loop and transport UNEs at cost-based prices as required in the FCC's UNE Remand Order in order to have the exemption from providing local circuit switching in Density Zone 1 of the Nashville MSA. BellSouth is offering non-currently combined UNEs to CLECs at market rates pursuant to negotiated professional services agreements. BellSouth is aware that the TRA has stated its intention to issue a written order in the Intermedia Arbitration case (at its Conference on February 6, 2001), requiring BellSouth to provide CLECs with combinations of network elements which BellSouth currently provides to itself anywhere in its network. This decision is in the context of a two-party arbitration. Unless BellSouth seeks and obtains a stay of the TRA's order, the terms and conditions included in the BellSouth-Intermedia interconnection agreement will be available for adoption by other parties in accordance with the provisions of FCC Rule 51.809 upon execution, filing, and approval by the TRA of that agreement. 5/23/01: Customer OK'd closure.
22 3/23/01	ITC^DeltaCom Mary Conquest BellSouth Laurel MacKenzie	Will BellSouth include ADUF in UNE training classes?	Closed 5/23/01	BellSouth response received 4/17/01: BellSouth is developing UNE Billing class that will cover ADUF. The class is scheduled for September 20 - 21 in Birmingham. 5/23/01: Customer OK'd closure.

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23 3/22/01	KMC Telecom Tina General BellSouth Laurel MacKenzie	Will BellSouth offer "beginner" UNE ordering process information?	Closed 5/23/01	BellSouth response received 4/17/01: BellSouth has split UNE class into four classes: UNE Basic (beginner class) starting in February; DATA UNE in March; Switch Port/Loop in February; and Collocation in April 5/23/01: Customer OK'd closure.
24 3/22/01	MCIWorldCom Amanda Hill BellSouth Sandra Davis	What rules surround customer abandonment that result in disconnects?	Closed 5/23/01	BellSouth response received 3/30/01: When a CLEC's end user is disconnected as an abandoned station, various scenarios may result. If another end user is requesting service at the location and it is not a request for an additional line, the existing service should be disconnected to allow facilities to be reused. Since the current end user is not available to initiate the disconnect request, a disconnect reason of AS is used. If the LCSC receives a request from the CLEC in which the CLEC has advised it is an Abandon Station and if the working service is a BellSouth account, a disconnect order is issued and an "N" Order for the new service. There is no notification required. If the working service is for a different CLEC a "D" order is issued and an "N" order for the new service is issued. A MECHANIZED NOTIFICATION LETTER will be sent to the CLEC whose account is being disconnected. On a new install, the CLEC must indicate if there is existing working service at the end user location. They do this by populating the WSOP field on the End User form with either A (for an additional line) or V (for Abandon Station). If they do not indicate anything in this field, and the LCSC determines that an interfering station condition exists, the order is clarified back to the CLEC. 5/23/01: Customer OK'd closure.

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25 3/22/01 Also see 32	All CLECs BellSouth Jim Maziarz	Can BellSouth develop phased process for collecting de-averaged revenues from CLECs?	Closed 5/23/01	BellSouth response received 4/16/01: The CLEC should contact its BellSouth Contract Negotiator on this matter. 5/23/01: Customer OK'd closure.
26 3/22/01	TalkAmerica Page Miller BellSouth Herdy Menina	Being charged for unauthorized truck rolls. Technicians were dispatched and should not have been.	Closed 5/23/01	BellSouth response received 4/16/01: BellSouth has addressed issue by training service reps. 5/23/01: Customer OK'd closure.
27 3/22/01	TalkAmerica Page Miller BellSouth David Allen	Loss notification reports may be inaccurate.	Closed 9/12/01	A coding error with the Loss Notification Report was recently identified and has been corrected. Process being developed. ECD will be provided. BellSouth response received 7/11/01: Process has been developed and posted at https://clec.bellsouth.com 8/8/01: Customer will continue monitoring. 9/12/01: Customer OK'd closure.

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28 3/22/01	All CLECs BellSouth Jim Maziarz	When BellSouth end user moves to CLEC, does billing structure stay the same?	Closed 5/23/01	BellSouth response received 4/16/01: The end user billing structure is defined by the CLEC and it may bill its end user however it chooses. 5/23/01: Customer OK'd closure.
30 3/22/01 Also see 6	ITC^DeltaCom Mary Conquest Birch Telecom Lacie Hamlin NewSouth John Fury BellSouth Sandra Davis	BellSouth told CLEC end user that resale-to-UNE-P conversion was new line because it was issued as N-order.	Closed 9/12/01	BellSouth response received 7/13/01: The COUs have covered their reps to refer to end user to LSP, this is also documented in their M&Ps. 9/12/01: Customer OK'd closure.

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31 3/22/01	TalkAmerica Page Miller BellSouth Margaret Largent	Are CLECs billed by BellSouth when end user abandons service? CLEC was charged for termination when defective BRI equipment was replace to fix a trouble (dropped calls).	Closed 8/8/01	BellSouth response received 4/17/01: If BellSouth does not know that the service has been abandoned, BellSouth will continue to bill the BTN or Account number of record until notified to disconnect or a new order comes in to BellSouth for service at the abandoned · service address. BellSouth response received 7/11/01: The CLEC may dispute the charges. If the CLEC has disputed the charges then the customer would be credited for the termination charges. This should not happen if the equipment replacement is indicated on the work order properly. The CLEC must make sure that the equipment replacement effort is noted as such and not removal of service. This should have been a work order to replace defective equipment. This is an exception and not the rule. 8/8/01: Customer OK'd closure.
32 3/22/01 Also see 25	All CLECs BellSouth Jim Maziarz	Since it took twelve months for BellSouth to develop de-average zone billing, will CLECs have twelve months to pay? Need uniform billing scheme for CLEC community.	Closed 5/23/01	BellSouth response received 4/16/01: The CLEC should contact its BellSouth Contract Negotiator on this matter. 5/23/01: Customer OK'd closure.

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33 3/26/01	MCIWorldCom Amanda Hill BellSouth Herdy Menina	If an order is sent via EDI, will it be clarified if the due date requested is not available or will BellSouth assign the next available due date?	Closed 5/23/01	BellSouth response received 4/4/01: If the Desired Due Date cannot be met on orders submitted via EDI then the system will assign the next available due date, as per the Appointment Interval. FOC will be sent with the Assigned Due Date. The orders will not be clarified. 5/23/01: Customer OK'd closure.
34 3/26/01	Choctaw Communications Amy Lasseigne BellSouth Michael Moore	Need detailed explanation of initial UNE-P bills. They may have been overcharged for Non Recurring Charges	Closed 5/23/01	5/23/01: Customer has received explanation and OK'd closure.
35 5/9/01	TalkAmerica Page Miller BellSouth Sharon Judy	How often is CSOTS updated to reflect date changes?	Closed 5/23/01	BellSouth response received 5/16/01: SOTS updates daily. However, CLECs should access the Help Guide under their SOTS website (see below for web address) and reference section 1.2 - System Availability for scheduled maintenance/upgrades. 5/23/01: Customer OK'd closure. https://clecview.bellsouth.com

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36 5/23/01	CI2 Ruth Wilson TalkAmerica James Childress Allen Burns BellSouth Pat Rand	Need Account Executive to represent customer throughout all BellSouth subsidiaries.	Closed 8/17/01	BellSouth response received 7/24/01: Account team members will serve as advocates on behalf of CLECs in getting to the right people within other departments in BellSouth Corporation. They will be there for the handshake, ensuring that the CLEC has the correct party, department, etc. The Account Teams will assist them in other BellSouth subsidiaries. This policy has been reemphasized in an internal BellSouth memo. 8/17/01: Customer OK'd closure.
37 5/23/01	Momentum Business Peggy McKay BellSouth Jim Maziarz	Need discussion of the May 18 carrier notification letter regarding the LATA-wide calling plans and what is needed in the Interconnection Agreement?	Closed 9/12/01	Jim Maziarz reviewed this issue during his presentation 5/23/01. 9/12/01: Customer OK'd closure.

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38 5/23/01	Network Telephone Mitch Dantin IDS Telecom Becky Wellman BellSouth Jacqueline Robertson	During conversion, does PIN change? Can PIN be designated by CLEC?	Closed 9/6/01	BellSouth response received 7/13/01: Remote Access to Call Forwarding- The use of ZLIG allows the PIN to remain as is when converting. At this time, BST does not allow customers the option of selecting PIN. The PIN or PID is provided in the FOC. 7/25/01: Network Telephone OK'd closure. 9/6/01: IDS Telcom OK'd closure.
39 5/23/01	Birch Telecom Lacie Hamlin BellSouth Sandra Davis	Need some type of documentation with examples of orders that fall out for manual handling (other than those listed on website).	Closed 7/23/01	BellSouth response received 6/19/01: Since there a multitude of reasons that LSRs fall to the LCSC for manual handling, the LCSC staff says that there is no way to provide a complete documented list and keep such a list updated. 7/23/01: Customer OK'd closure and will continue to evaluate flow-through documentation and work through the Change Control sub-team for flow through.

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41 5/23/01	ACCESS Integrated Louise Wilds TalkAmerica James Childress Allen Burns BellSouth Sandra Davis	LCSC and repair have trouble committing to ownership in a timely manner when there are problems turning up new service. If order has not been completed, who is the owner?	Closed 7/30/01	BellSouth response received 6/19/01: If the order is completed and still in PD status in SOTS it is the LCSC's responsibility to get the service turned back up. The centers will be covered on taking ownership for the call. 7/30/01: Customer OK'd closure.
43 5/23/01	Intermedia Sherrie Baughman BellSouth Michael Hurst	Are the Switch CLLI codes the same within density Zone 1 for the MSA's for UNE-P the same as they are documented for EEL's?	Closed 7/25/01	BellSouth response received 6/19/01: Yes, switch CLLIs in Density Zone 1 are the same for EELs as they are for UNE-P. 7/25/01: Customer OK'd closure.
44 5/23/01	Intermedia Sherrie Baughman BellSouth Jim Maziarz	Is the UNE-P non recurring conversion charge the same for all areas? For accounts in the density Zone 1, 2, and 3 MSA's, the charge is $41.50.	Closed 7/25/01	BellSouth response received 6/15/01: This issue is contract specific and should be addressed by the CLEC's contract negotiator. 7/25/01: Customer OK'd closure.
45 5/23/01	Network Telephone Joanne Baxter BellSouth Laurel MacKenzie	Will the training center provide an EDI training class?	Closed 7/23/01	BellSouth response received 6/20/01: No. 7/23/01: Customer OK'd closure.

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46 6/7/01	Sprint Debbie Draper BellSouth Margaret Largent	Before Sprint is able to begin linesharing with BellSouth, we're required to do a trial since we own our own splitter (rather than utilizing a BellSouth-owned splitter). Do we have to do a trial in every BellSouth state, or can we do one linesharing trial in one BellSouth state and allow it to be applicable throughout BellSouth territory?	Closed 7/23/01	BellSouth response received 7/10/01: A trial in one BellSouth state would be sufficient for DLEC owned Splitter High Frequency Spectrum Central Office Based (HFS CO Based) line sharing to test the processes for CLEC owned splitter. 7/23/01: Customer OK'd closure.
47 6/20/01	Birch Telecom Lacie Hamlin BellSouth Sandra Davis	Why is retail voice mail service disconnected when it is converted to resale voice mail on a UNE-P line?	Closed 7/25/01	BST identified software problem in service order system. "Fix" implemented 4/6/01, however Birch still experiencing problems. Customer must contact LCSC immediately upon next recurrence. Needs to be observed while it is happening. 7/25/01: Customer OK'd closure.

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48 7/11/01 Also see 68	Momentum Business Solutions Peggy McKay BellSouth Jim Maziarz	Can we be provided with a list of what are the features included in the UEPVF?	Closed 10/9/01	BellSouth response received 8/10/01: Yes. BellSouth will provide by the next UNE-P User Group meeting September 27, 2001. BellSouth response received 9/27/01: Yes, a list is provided as attachment #1 of the September 27, 2001 UNE-P User Group meeting minutes. http://interconnection.bellsouth.com/notifications/usergroups/unep_docs/unep-minutes92701.pdf 10/9/01: Customer OK'd closure.
49 7/11/01	Momentum Business Solutions Peggy McKay BellSouth Sandra Davis	If an end user has signed a letter of authorization, but served by a provider, other that BellSouth, what is the process to get a copy of the end user's CSR?	Closed 9/12/01	BellSouth response received 8/2/01: This is being addressed in Change Control Process issues CR0184 and CR0246. 9/12/01: Customer OK'd closure.

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52 7/17/01	ITC^DeltaCom Mary Conquest BellSouth Margaret Largent	Why can't BellSouth have special waivers or reverse line sharing for CLEC end-users who are converting to resale?	Closed 9/12/01	BellSouth response received 7/23/01: Refer to BellSouth's linesharing collaborative web site and also the Summer issue of the Better Connections Newsletter, which contains an article on linesharing that also contains the web site reference. Meeting minutes are also posted on the collaborative web site. CLEC representatives are invited to attend these regularly scheduled meetings each Thursday in Atlanta GA. Linesharing Collaborative web site: http://interconnection.bellsouth.com/markets/lec/line_sharing_collab/index.html Better Connections Summer 2001 Issue: http://interconnection.bellsouth.com/news/html/clecnews.html 9/12/01: Customer OK'd closure.

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53 7/17/01	Alternative Telecommunications Greg Thomas BellSouth Margaret Largent	Is there documentation which explains linesplitting and linesharing?	Closed 9/27/01	BellSouth response received 7/23/01: Refer to BellSouth's linesharing collaborative web site and also the Summer issue of the Better Connections Newsletter, which contains an article on linesharing that also contains the web site reference. Meeting minutes are also posted on the collaborative web site. CLEC representatives are invited to attend these regularly scheduled meetings each Thursday in Atlanta GA. Linesharing Collaborative web site: http://interconnection.bellsouth.com/markets/lec/line_sharing_collab/index.html <hr>Better Connections Summer 2001 Issue: http://interconnection.bellsouth.com/news/html/clecnews.html 9/27/01: CLECs in attendance OK'd closure
54 7/17/01	Birch Telecom Lacie Hamlin BellSouth Rendy Dinovo	Can BellSouth provide reports that track orders which have not completed but have loss of dial tone related to conversions?	Closed 8/7/01	BellSouth response received 7/27/01: BellSouth can provide CLEC a root cause analysis on any number that goes out of service due to a UNE-P conversion outage. We cannot provide reports on UNE-P outages because they are proprietary. Refer inquiries to Rendy Dinovo 404-541-4016. 8/7/01: Customer OK'd closure.

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55 7/17/01 Continued	Birch Telecom Lacie Hamlin BellSouth Jim Maziarz	Need list of central offices that have switches that require additional OE when end-user with caller ID converts from retail to UNE-P. Loss of dial tone results when OE is not included.	Closed 9/27/01	Hold file errors are change control issues. BellSouth will investigate missing notifiers. BellSouth response received 9/6/01: The following are BellSouth central offices with DMS100 switches that require a different OE when converting non-caller ID capable service to a caller ID capable UNE port. In the central offices listed below, if a request is made to convert a BellSouth retail or resale line to UNE-P and add Caller ID, the service will require a different OE and the end user's service will be briefly interupted during the conversion.

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55 End	Birch Telecom Lacie Hamlin BellSouth Jim Maziarz	Need list of central offices that have switches that require additional OE when end-user with caller ID converts from retail to UNE-P. Loss of dial tone results when OE is not included.	Closed 9/27/01	ALABAMA: BHAM-HOMEWOOD DS0, HUNTS-UNIVERSITY DS0, MOBL-SEMMES DS0, MOULTON DS0 FLORIDA: BCRT BOCA TEECA DS0, DYBH-PORT ORANGE DS0, GULF BREEZE DS0, JCVL-NORMANDY DS0, JCVL-SAN JOSE 73E, LYNNHAVEN DS0, MIAM AIRPORT DS0, NDAD GOLDEN GLADES DS0, PANAMA CITY MAIN DS0, PNSC-WARRINGTON DS0 LOUISIANA: BT.RG.-OAK HILLS DS0, BT.RG.-WOODLAWN DS0 MISSISSIPPI: GNWD MAIN DS0 NORTH CAROLINA: CHERRYVILLE-CENTRAL 435, ENKA-MAIN 66F, LUMBERTON-MAIN 73F, SELMA-MAIN 96F, SPRUCE PINE-MAIN 76F, WAYNESVILLE-MAIN 45F SOUTH CAROLINA: SUMMERVILLE MA 87E 9/27/01: BellSouth will add to guide. Customer OK'd closure.
56 7/17/01	Birch Telecom Mel Wagner BellSouth Steve Vanderburg Scott Woolard	Can a special group be formed in the CWINS Center to specifically handle service interruptions on UNE-P conversions? Provide an explanation of the reporting process when a service interruption is experienced during a conversion to UNE-P.	Closed 9/12/01	Customer will provide documentation about how another ILEC handles conversions in this manner. BellSouth response received 8/28/01: Carrier notification letter will be issued. 9/12/01: Issue transferred to action item 1.

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58 7/17/01	TalkAmerica Page Miller BellSouth Jacqueline Robertson	Is CLEC assessed manual order charges when electronic orders drop out for manual handling?	Closed 9/12/01	BellSouth response received 8/2/01: No. When electronic orders fall for manual handling, they are still billed the electronic order charge. 8/8/01 Customer is investigating dispute. 9/12/01: Customer OK'd closure.
59 7/17/01	IDS Telcom Becky Wellman BellSouth Jim Maziarz	Why is Hunting restricted across Resale and UNE-P classes of service?	Closed 9/27/01	BellSouth response received 9/27/01: It is BellSouth's policy not to allow the Hunting feature across different classes of service. Resale and UNE-P are two distinct classes of service. 9/27/01: Customer OK'd closure.

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60 7/17/01	AT&T Bernadette Seigler BellSouth Jim Maziarz	UNE-P is being mislabeled as resale which creates confusion between CLEC and BellSouth. Need to educate BellSouth employees on differences between UNE P and resale, as well as provide them with explanation that UNE P = Switched Port/Loop Combos. UNE P is not resale as we are billed different rates. Even BellSouth's USOCs for a resale line vs. a UNE P line differ. The goal for this issue is to prevent CLEC personnel from being incorrectly routed to the wrong BellSouth center by misinformed BellSouth employees.	Closed 9/27/01	BellSouth response received 8/10/01: BellSouth will cover its employees on the differences between UNE-P and Resale to ensure there is no misunderstanding regarding the two services. . 9/12/01: BellSouth will provide more information September 27, 2001. BellSouth response received 9/27/01: BellSouth has covered and continues to cover its employees on the differences between UNE-P and Resale to ensure there is no misunderstanding regarding the two services. 9/27/01: Customer OK'd closure.

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ITEM # DATE REC'D	REC'D FROM & OWNER	WHAT	RESP DUE	STATUS
62 7/17/01	Lightyear Communications Gerri Glover ITC^DeltaCom Mary Conquest BellSouth Gloria Burr	Customer is experiencing inconsistent retrieval of the CSR through Corba interfaces, TAG 7.5.0.12 and other higher versions of TAG. BellSouth informed customer that they appear to have identified a pattern where CSRs that contain 9 or more HCS records/fields are being inconsistently returned. The individuals that have been working on this are not sure what HCS represents, and they are awaiting clarification on the HCS field from the individual who initiated testing. Also, they have only observed this pattern with 5 or 6 BTNs and they are hoping that we can supply them with additional numbers for testing. The following is the status of the Bellsouth's problem with inconsistent CSRs. Bellsouth has confirmed that the TAG application has been sending inconsistent CSR results. They are using their internal resources and the resources of their subcontractors (Telecordia and Accenture) to identify and remediate this problem. 1) The problem still has not been identified but the following areas have been evaluated and found to functioning properly: User Profile (Bellsouth); Configuration and Setup of TAG server (Accenture) 2) Telecordia currently has approximately 10 people evaluating this problem, and 3) Telecordia has expanded the scope of the evaluation and has observed this pro 4) SAIC is reviewing the TAG implementation procedures. The problem still has not been identified, and therefore no timeline has been established for remediation.	Closed 9/27/01	Telecordia had committed to a fix by August 31, which customer feels is too late given that the problem was presented to BellSouth on June 14 and the sunset of a significant number of TAG versions in August will be driving additional users to the higher versions of TAG (7.5.0.12 and 7.6 among others) that are experiencing these problems with the inconsistent retrieval of the CSR through the Corba interface. BellSouth response received 9/5/01: BellSouth is implementing a fix for CSR records with 8 or more HCS records on Sunday 9/9/01. This will correct the problem with missing or blank CSR records. 9/12/01: ITC^DeltaCom OK'd closure. 9/27/01: Lightyear OK'd closure.
65 7/17/01	AT&T Bernadette Seigler BellSouth Sandra Davis Constance Coley	Customer has experienced loss of dial tone the day before conversion.	Closed 9/12/01	BellSouth requested examples 8/2/01. Customer sent example 8/10/01. BellSouth is investigating. 9/12/01: Issue transferred to action item 1.

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67 7/17/01	TalkAmerica Page Miller BellSouth Jim Maziarz	Is Lifeline service eligible for conversion with UNE-P?	Closed 8/17/01	BellSouth response received 8/10/01: Lifeline or Linkup is a BellSouth billing plan and the USOCs associated with this plan will not convert with UNE-P, although the end user's service may be converted to UNE-P. 8/17/01: Customer OK'd closure.
68 7/17/01 Also see 48	Momentum Business Solutions Peggy McKay BellSouth Jim Maziarz	Can BellSouth provide a list of vertical features that are included with the All Available Features (UEPVF USOC) option?	Closed 10/9/01	This issue is the same as Action Item 48.
70 8/17/01	Talk America Page Miller BellSouth Jim Maziarz	It appears that BellSouth started billing all zone rates (for at least some states) on the August 2nd bill. Jim told us in the last UNE-P meeting that the backbilling would also be reflected on the August bill. I could not identify the backbilling on the August bill. We would like for BellSouth to identify the backbilling by amount, BAN and bill date as well as provide a spreadsheet that shows how the backbilling was calculated so that we may compare it to our inventory of lines to ensure we show the same number loops in Zones 2 and 3.	Closed 9/12/01	BellSouth response received 9/12/01: Refer to Account Manager for billing resolution. Outside of the scope of the user group. 9/12/01: Customer OK'd closure.
71 8/21/01	Momentum Business Solutions Peggy McKay BellSouth Jim Maziarz	If a customer has hunting, but no other features on the line, does the UEPVF charge apply?	Closed 9/27/01	BellSouth response received 9/12/01: Yes, hunting is treated like a vertical feature. 9/27/01: Customer OK'd closure.

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81 9/13/01	Network Telephone Cassandra Pressley BellSouth Sandra Davis Dorothy Vallery	Is dual service available with UNE-P?	Closed 10/12/01	BellSouth response received 10/11/01: Yes, dual service is avalable with UNE-P. 10/12/01: Customer OK'd closure.
83 9/12/01 Also see Fac- based Action Item 21	Xspedius Debra Goodly BellSouth Constance Coley Rendy Dinovo	What process should be followed when a vendor meet is required by a CLEC's end user in order to resolve issues with installation of wiring done by Bellsouth?	Closed 10/15/01	BellSouth response received 10/5/01: Bellsouth is not responsible for any wiring beyond the Demarcation Point on Unbundled Network Elements. As always, the end user would need to go through their current service provider for the repair of their service. If the CLEC isolates the trouble to lie within the Bellsouth Network, they should report the trouble to the CWINS and provide their test results. The CWINS will test the service and dispatch as necessary to clear our network. Vendor meets are discouraged until we have the opportunity to repair the service. After the initial test and dispatch, if no trouble is found by BellSouth, and the CLEC still believes the trouble reside in the BellSouth network, the CLEC may want to request a vendor meet at the Demarcation. We require a 24 hour notice for vendor meets, which allows us to set up the meet with our network. Even though vendor meets can be scheduled for any time, for best results it is recommended that the meet be scheduled at 9:00 am or 1:00 pm. Overtime charges may apply if the meet is schedule after hours. If no trou within the BellSouth network, as with all tickets, maintenance of service charge will apply for all work outside the Central Office on SL2 (Service Level) and all work inside or out on SL1. 10/15/01: Customer OK'd closure.

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90 9/27/01	Xspedius Debra Goodly BellSouth Bryan Welker	Is there standard price for expediting orders? If so, where is it posted?	Closed 10/15/01	BellSouth response received 10/4/01: The Service Date Advancement (a.k.a Expedites) reference is located in the FCC Tariff #1 Section 5.1.1 (H) (7). The standard NRC for an "expedite" per circuit, per day is $200.00. Note: Not applicable for UNE expedites (zero charge for UNE expedites). 10/15/01: Customer OK'd closure.